

**AMENDED CLAIMS**

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1. (Twice Amended) A system for automating the processing of damage claims comprising:

a dispatch division adapted to receive a report of a malfunction at a first subscriber location;

the dispatch division dispatching a technician to the first subscriber location in response to the report;

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upon determining that a cause of the malfunction occurs at another location, the technician providing information in an electronic format related to the report of the malfunction via a communications network from a vicinity of the first subscriber location, the network communicating with the technician and the company; and

upon identifying an entity responsible for causing the malfunction, the company utilizing the information in the electronic format related to the report of the malfunction to generate a bill to the entity that includes costs incurred for servicing the first subscriber.

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8. (Amended) A system for automating the processing of damage claims to a communications network comprising:

a dispatch division adapted to receive a plurality of reports of a malfunction at a plurality of locations;

the dispatch division capable of dispatching a first technician to a first location in response to one of the plurality of reports;

Serial No.: 09/746,508  
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upon determining that a cause of the malfunction occurs at another location, the first technician providing a report from a vicinity of the first location via a communications network to the dispatch division; and

wherein the dispatch division identifies locations that are affected by the malfunction based upon the report, and refrains from dispatching technicians to locations other than a location where the malfunction is caused; and

wherein the company identifies an entity responsible for causing the malfunction and uses the report to generate a bill to the entity that includes costs incurred for dispatching the first technician to the first location.

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NEW CLAIMS

18. (New) A method for processing damage claims, comprising:

receiving a report of a service failure at a first subscriber location;

dispatching a technician to the first subscriber location in response to the report;

upon a <sup>technician</sup> ~~subscriber~~ determining that a cause of the service failure occurs at another

location, receiving information from the technician in an electronic format related to the report of the service failure via a communications network from a vicinity of the first subscriber location, the network communicating between the technician and the company; and

upon identifying an entity responsible for causing the malfunction, utilizing the information in the electronic format related to the report of the service failure to generate a bill to the entity that includes costs incurred for servicing the first subscriber.

19. (New) The method according to claim 18, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than a location determined to be the cause of the service failure.